

Code of Practice: Accuracy and Completeness of Information (Higher Education)

Description:

The purpose of this Code of Practice is to provide clarity over the specific measures taken by Riverside College in satisfying itself that control is exercised consistently and fairly over the information it publishes in relation to its higher education provision. The code reflects the College's commitment to ensure care over public information so that reliance can reasonably be placed on the accuracy, integrity, completeness and frankness of the information that it publishes about itself.

1. Introduction

This code of practice (CoP) is built on Riverside College's commitment to:

- ensuring care in writing and proofing
- confidently assuring itself where reasonably possible, about the reliability, accuracy and completeness of its published information in relation to higher education (HE) programmes
- enhancing transparency and clarity of information relating to HE
- not intentionally acting in a misleading manner in relation to published information made available to external and internal stakeholders

Published information within the context of this code refers to:

- marketing and publicity materials
- programme delivery material including (but not limited to) validation/approval documents, programme and module handbooks, any material published on the virtual learning environment (VLE) Moodle.
- student records of academic achievement whether leaving on completion or non-completion of their programme of study.

Riverside College will work within the regulations and codes of practice of its University partners, and where appropriate, seek the formal approval of quality and standards and marketing materials prior to publishing

2. General Principles

- Riverside College recommends that prospective students and applicants should contact the College to check the current position on programmes and services
- Riverside College reserves the right to make changes to, or remove items with regard to its web site, programmes, marketing materials, regulations, codes of practice, policies or guidelines, or remove or alter any content at any time without notice
- Changing circumstances may cause Riverside College to have to adjust its provision at any time
- Institutional guardianship of published information must be underpinned by regular reviews carried out annually by the College's Head of Teacher and Higher Education
- Feedback via Riverside College's HE Student Representative Learner Voice forum is welcomed so that where appropriate, information can be made more accessible for students.

3. Marketing and Publicity Materials

Riverside College recognises in all instances that its partner higher education institutions (HEI) are ultimately responsible for the accuracy of all publicity and marketing information relating to their awards delivered by Riverside College. However above and beyond the governance of partner regulations, Riverside College is committed to ensuring that its own internal systems for approving, reviewing and developing marketing and publicity materials are rigorous, systematic and intended to minimise risk of error or potential misrepresentation

Riverside College must work to ensure that all marketing and publicity material takes into account principles of accuracy, appropriateness and completeness in relation to such matters as:

- images used
- use of partner HEI logos
- entry criteria
- the award title
- module/ unit titles
- modes of delivery
- methods of assessment
- fees and additional costs incurred
- professional, statutory and regulatory body (PSRB) requirements

In January of each academic year, the Head of Teacher Development and Higher Education will work with Riverside College's Head of School's Liaison and Marketing and Heads of Schools, to review each school's published information within the Course Guide for Higher Education, programme leaflets, web site and other relevant marketing material in order to revise and check content for accuracy and completeness and reliability of information, prior to publishing of material for external or internal purposes.

Marketing material must not be published until checked by the Head of Teacher Development and Higher Education, Head of School's Liaison and Marketing and Heads of School.

Marketing material must not be published until approved by representatives from awarding and validating bodies.

Marketing material must not be published until final sign off by the College's Senior Management team.

The Head of Teacher Development and Higher Education will act as gatekeeper for any marketing information that is published internally and externally and will make monthly checks to ensure that the integrity of published information.

In August of each academic year, the Head of Teacher Development and Higher Education will sample and audit, for accuracy, appropriateness and completeness of information all Higher Education programme handbooks.